

STATE OF COLORADO

DEPARTMENT OF HEALTH CARE POLICY & FINANCING

1570 Grant Street
Denver, CO 80203-1818
(303) 866-2993
(303) 866-4411 FAX
(303) 866-3883 TTY



June 15, 2006

Bill Owens
Governor

Re: Department's CBMS Toll-Free Number and EPU Update
INFORMATIONAL ONLY

Stephen C. Tool
Executive Director

Dear County Director and Medical Assistance Site Director:

Publicizing the Department's Toll-free Number

Effective July 1, 2006, all clients and applicants who are experiencing Medicaid or CHP+ problems because of CBMS that cannot be resolved by the county or medical assistance site are being directed to call the Department's Customer Service at **1-800-221-3943** or for the Denver Metro Area, **303-866-3513**. The former Emergency Call Center number will no longer work for medical cases. Your staff should resolve the applicant/client's issues at the local level. It is expected that these issues are thoroughly researched and an attempt is made to resolve the issue at the local level prior to sending the client or applicant to the Department's Customer Service.

The Department is required, by joint agreement, to publicize its new toll-free number by June 15, 2006. Please post the enclosed notice in areas where it will be clearly visible to applicants/clients as soon as you receive this letter. A press release has been published and a Provider Bulletin and the notice will also be sent to presumptive eligibility sites, single entry points and other business partners.

Emergency Processing Unit Update

The dedicated Emergency Processing Unit that was established on December 30, 2004 to handle emergency recipient/applicant calls will cease its operations after June 30, 2006. The Department will no longer be required to resolve those calls within the five days.

Effective July 1, 2006, calls that cannot be resolved by Customer Service will be transferred to the Eligibility Operations Section to be addressed in an expeditious manner. The research and resolution process will require the Department to contact your designated county emergency contacts for assistance. If you have changed your designated contacts, please send the updated information to Gayle Fowler via email at gayle.fowler@state.co.us.

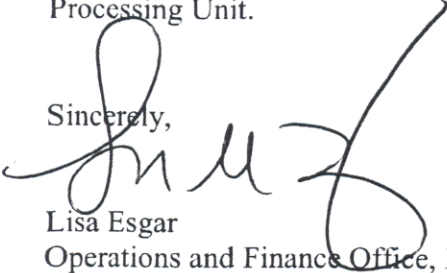
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For further clarification or additional information, please feel free to contact Ms. Fowler via email or by phone at 303-866-2139. Thank you very much for your assistance during this change and for all your help on working these medical cases during the period of the Emergency Processing Unit.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lisa Esgar', with a long, sweeping flourish extending upwards and to the right.

Lisa Esgar
Operations and Finance Office, Director

cc: Gayle Fowler

Enclosure

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Effective July 1, 2006

If you are experiencing Medicaid or CHP+ problems with your eligibility or the processing of your application due to CBMS, please contact your county department of social services for assistance. If you are unable to achieve resolution through your county, please call the Department of Health Care Policy and Financing's Customer Service at:

1-800-221-3943

or

303-866-3513

(in the Denver Metro Area)